

# RAD FREQUENTLY ASKED QUESTIONS

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## How do I request technical assistance?

To request technical assistance with the RAD system, please send an email to the Applications Support help Desk ([appsupport.ebss@dol.gov](mailto:appsupport.ebss@dol.gov)). Be sure to include your grant name, number and specific details regarding your request. Program related questions should be directed to your respective Federal Project Officer (FPO).

## How do I edit a social security number?

To make edits to a participant's social security number (SSN), navigate to the participant file you wish to edit. Make the desired edits to the social security number field and click 'Save.'

***\*\*Please note that if you are making an edit to a file that has an old Education Level selected, you will need to update the Educational Level to one that is used on the current ETA-9153 Form. As of January 1, 2011 updates were made to the performance reporting requirements for "Education Level" and the current selection is no longer available. In order to process the request to update this page, please enter a new selection for "Education Level" and select save, or select cancel to return to the original selection (selecting cancel will not save any updates made to this page).***

## I am trying to update my participant's demographic information, but the file won't save. How can I save the file?

If you are trying to make edits to the demographic information of a participant's file such as updating an address, phone number or other information and the file will not save, it may be because the file has an old Education Level selected. You will need to update the Educational Level to one that is used on the current ETA-9153 Form. You will not be able

to select those Education Levels that are grayed out. ***As of January 1, 2011 updates were made to the performance reporting requirements for "Education Level" and the current selection is no longer available. In order to process the request to update this page, please enter a new selection for "Education Level" and select save, or select cancel to return to the original selection (selecting cancel will not save any updates made to this page).***

### **How do I delete a participant?**

The RAD System gives the Authorized Grantee Representative/Grant Signatory and Administrators the functionality to delete active participants. To delete an active participant, the appropriate user should navigate to the participant's Summary page and click on the Delete Participant link. This will begin the process to delete the participant file. Caution should be exercised since the deleted participant cannot be recovered.

***\*\*Note: If a participant has already been auto-exited from the system, the file must first be reactivated before the participant file can be deleted. Only the Authorized Representative or Administrators have the functionality to reactivate participants.***

### **How do I reactivate a participant?**

If a participant was auto-exited from RAD, but needs to be reactivated in order to update their participant file, Authorized Grantee Representatives and Administrators have the ability to reactivate the participant file.

To perform a reactivation, the appropriate user should navigate to the participant's Summary page and click on the Reactivate Participant link. This will begin the reactivation process. ***For more information on deleting and reactivating participants, please refer to the RAD User Guide.***

### **Why are participants being auto-exited?**

An exiter is a participant that has gone 90 consecutive days without receiving a grant-funded service (***Note: This does not include Retention and Follow-up Services listed in the Other Grant Funded Services tab.***). Therefore, participants are auto-exited from RAD after 90 days have passed from the end date of their latest service, regardless of whether or not they have successfully completed the program.

For example, if a participant has a grant-funded service with a start date of 6/10/2010 and an end date of 8/15/2010, and no other Education/Job Training Activities or Other Grant-Funded Services are added to the participant's file, the participant would be exited automatically by RAD on the 91<sup>st</sup> day – 11/13/2010. Once exited, a participant's status changes from "Active" to "Exited." The RAD auto-exit process runs daily at 2:00am EST and it identifies and exits any participants that qualify as exiters.

### **Can I prevent an exit in RAD?**

To prevent a participant from being exited, users can create one of the following:

- Add an Education/Job Training Activity or Other Grant-Funded Service to a participant's file before 90 days has elapsed since the end date of the participant's latest activity or service.
- Add a Gap in Service, if appropriate, to the participant file. This will put a hold for up to 180 days on a participant's status and prevents exit. **Note: The participant must intend to return to grant-funded activities once the Gap in Service ends and must meet one of the following criteria: 1) delay before the beginning of training (e.g., a summer break); 2) health/medical reasons or family care; or 3) temporary move for the area.**

### Can I change the exit reason for a participant?

If a participant is auto-exited from RAD, but meets one of the criteria for an "Exit Reason Exception," (e.g., health or medical, deceased, family care, military, institutionalized, transferred, relocated or retired), the exit reason can be changed. Currently, to request this change, please send an email to the Applications Support Help Desk ([appsupport.ebss@dol.gov](mailto:appsupport.ebss@dol.gov)) that includes the following information: Grant name and number, participant name and ID number and the valid Exit Reason Exception. An incomplete email will result in a delay of the request being processed. If the participant does not meet any of the above criteria, the exit reason cannot be changed. **Note: Participants that meet the criteria for an exit reason exception must still first auto-exit RAD before the change can be made in their file.** The purpose of requesting a change in the exit reason is to identify that the participant meets one of the criteria for exit reason exception and should not be tracked by ETA for the purposes of reporting Common Performance Measure results.

Note: In the near future, ETA anticipates that grantees will be able to self-select an "Exit Reason Exception" in RAD, if appropriate, and not need to contact the Applicants Support Help Desk to make this change. This functionality is expected to become available in July 2012.

### What if I am having trouble logging in to the RAD System? I have my RAD ID and password.

If you are experiencing issues logging in to the system with your password, please ensure you are logging in to the correct login page. Authorized Grantee Representatives/Grant Signatories have a unique login page that is specific for their account type. This page is: <https://www.etareports.doleta.gov>.

All other users of RAD (Administrators, Area Case Managers, Case Managers and Read-Only users) will log in to the system using these pages:

RAD:

[https://www.etareports.doleta.gov/cfdocs/grantee\\_prod/reporting/BRG Green RAD](https://www.etareports.doleta.gov/cfdocs/grantee_prod/reporting/BRG%20Green%20RAD)

### What if I lose or forget my RAD system password?

**Authorized Grantee Representatives:** If you have lost or forgotten your RAD pin and/or password, please send an email to the Green Jobs Mailbox ([green.jobs@dol.gov](mailto:green.jobs@dol.gov)) to request that the information be resent to you. ***Note: We are only able to send this information to the Authorized Grantee Representative/Grant Signatory on file.***

**All other RAD user accounts** are set up by the Authorized Grantee Representative or Administrators. If these users have lost or forgotten their passwords, they can click on the "Forgot Password" link on the main login page to reset their password. ***Note: ETA does not have access to these accounts.*** Please refer to the RAD User Guide for more information.